

**IN THE UNITED STATES PATENT AND**  
**TRADEMARK OFFICE**

**In the application of : O'KEEFFE, Michael et al.**

**Serial No. : 10/741,519**

**Filed : December 19, 2003**

**For : Remote control of a contact within a contact centre**

**Examiner : GAUTHIER, Gerald**

**Art Unit : 2614**

**Attorney Docket No. : 920673-95341**

**RESPONSE TO OFFICE ACTION OF SEPTEMBER 3, 2008**

Honorable Director of Patents and Trademarks

PO Box 1450

Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of September 3, 2008, the Applicants make the following amendments and remarks: